

PSN # PSN000221u Publication date 17-Mar-2005 Issue # 1 Issue date 17-Mar-2005 Severity level Medium

Name of problem The historical database cannot be converted to any database version other than Access 97.

Products affected

Basic Call Management System Reporting Desktop

Problem description

Downloads will fail if the historical database is saved in any version other than Access 97.

Resolution

If any modifications to the database are needed, the database must be resaved as an Access 97 database.

Remarks

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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